INFORMATION DISCLOSURE CITATION *(Use several sheets if necessary)*			Docket Number (Optional) **HITACHI-0018**		Application Number **Unknown** #2

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HITACHI-0018	**Unknown** #2

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Filing Date	Group Art Unit
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U.S. PATENT DOCUMENTS

•EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE

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11/27/01

FOREIGN PATENT DOCUMENTS

	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	Translation YES	NO

OTHER DOCUMENTS   *(Including Author, Title, Date, Pertinent Pages, Etc.)*

CL	AA	Michael J. A. Berry and Gordon Linoff; 1997; Data Mining Techniques For Marketing, Sales , and Customer Support; Overview of Data MIning Techniques; pp. 119-123.
CL	AB	Hitoshi ASHIDA and Toyohisa Morita; 1999; 1999 IEEE International Conference on Systems, Man, and Cybernetics; Human Communication and Cybernetics; pp. V-882 - V-88.

EXAMINER	DATE CONSIDERED
	March 30 2004

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ᒇ	AC	Toyohisa Morita, Yoshinori Satou, Erika Ayukawa, and Akira Maeda; 2000; Information and Knowledge Management in the 21st Century; INFORMS-KORMS Seoul 2000 Conference; Customer Relationship Management Through Data Mining; parts 1-6.

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EXAMINER _Cheryl Romains_   DATE CONSIDERED _March 30, 2004_

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